



CITY OF WARWICK

3275 POST ROAD

WARWICK, RHODE ISLAND 02886

TEL.(401) 738-2000

FAX (401) 732-1307

Specifications

For

Server Maintenance

Services – FY 13 / 14

1. INTRODUCTION

- 1.1. The **City of Warwick**, Rhode Island, hereon also known as **CITY**, is requesting bids for Server Maintenance on Windows based servers; Linux based servers and attached disk arrays.
- 1.2. The **City of Warwick** School and Police Departments are not included in this RFP, but under City of Warwick Statute, they can utilize this RFP.
- 1.3. Gender Specific Terminology - The use of gender specific terminology is for ease of writing only and does not establish a bias for or against any party.
- 1.4. Proposer is the company or entity responding to the RFP.
- 1.5. The **CITY** has eighteen (18) servers and three disk-arrays from three manufacturers that it requires various degrees of support on.

2. DISCLOSURE OF INFORMATION

- 2.1. Proposer and the **CITY** mutually acknowledge that the design, intellectual property, and operation of the *Equipment* and supporting Network are integral to the business of the Proposer and the **CITY**.
- 2.2. Neither party shall, without the written consent of the other party, divulge or disclose to any third parties any information concerning the design, intellectual property, or operation of the *Equipment*, which comes to their knowledge.
- 2.3. Proposer shall not without the written consent of the **CITY** divulge or disclose to any third parties any information concerning the affairs, as it pertains to this RFP and the data centers in which the vendor will be working, of the **CITY** which comes to the knowledge of Proposer.
- 2.4. Proposer may not use the **CITY** as a reference or announce to anyone anything about the affairs of the **CITY**, including that the **CITY** is a customer without prior written approval of the **CITY**.
- 2.5. Request for and acceptance of this RFP by the Proposer and the issuing of said RFP by the **CITY** convey an agreement of Section 2 between the Parties.

3. OBJECTIVE / PROJECT TERM

3.1. Objective:

- 3.1.1. The **CITY** is seeking cost proposals for Linux/Intel and Windows/Intel based server maintenance:

- 3.1.1.1. 24 x 7 / 4 hours onsite

3.2. Project Scope:

- 3.2.1. To provide hardware and software (RAID configurations) support for eighteen **CITY** servers in one location – two servers are IBM Linux (RedHat 5.0) System x3550 w/ external storage arrays, one servers is an IBM Windows System x3550 w/ an external storage array and thirteen are Windows based Gateway and Dell server models.

3.3. Payments:

- 3.3.1. Payments will be made on a monthly basis.

4. RFP SUBMITTAL OPENING

- 4.1. The Bid Submittal Opening will be on Monday, May 20, 2013, at **2:00 p.m.** in the Lower Level Conference Room of City Hall, 3275 Post Road, Warwick, Rhode Island.

5. RFP EVALUATION

- 5.1. The evaluation criteria for Proposers will include:

- 5.1.1. Service cost, and recurring costs will represent a weighted score of 40%
- 5.1.2. The remaining items combined will be weighted at 60%
- 5.1.2.1. Ability of the Proposers to meet the RFP specification – 20%
- 5.1.2.2. Warranty provisions and Proposers parts and supplies location – 15%
- 5.1.2.3. Client references and Company background – 15%
- 5.1.2.4. Adherence to RFP specifications format – 10%

6. PROPOSER INFORMATION

- 6.1. Failure to supply any document requested or failure to complete any RFP information may be considered grounds for rejection of a RFP as being non-responsive. The **CITY** reserves the right by issuing written notification to require any Proposer to correct, clarify or complete any section in their RFP response.

7. PROPOSER PRESENTATIONS

- 7.1. The Proposer may be called upon by the **CITY** to present the details of its proposal in a meeting with city officials or in a general presentation before city officials.

8. PROPOSALS RECEIVED

- 8.1. Attention is called to the fact that the Proposers not only offer to assume the obligations and liabilities imposed upon the Contractor in the RFP, but expressly make all the

representations and warranties made therein by him. No effort is made to emphasize any particular provisions of the RFP. Proposers must familiarize themselves with every provision and its effect.

9. DETERMINATION OF AWARD

- 9.1. Each party receiving and / or otherwise acquiring this proposal package acknowledges that, in the determination as to the award of the ultimate contract, the **CITY** will exercise sole discretion in making the final decision. Each party submitting a Bid does so recognizing that no cause of action or claim may arise in such party's favor in any way relating to the exercise of such discretion against the **CITY**, any consultant of the **CITY** or any person, firm, corporation, or other legal entity engaged by the **CITY** to assist in making the final decisions.

10. REQUEST FOR PROPOSALS

- 10.1. Bids received prior to the advertised hour of opening will be kept securely sealed. The city official whose duty it is to open them will decide when the specified time has arrived, ***and no Bid received thereafter will be considered.***
- 10.2. At the time and place fixed for the opening of Bids, the **CITY** will cause to be opened and publicly read aloud every Bid received within the time set for receiving Bids, irrespective of any irregularities therein. Proposer and other persons properly interested may be present, in person or by representative.
- 10.3. All Bids must be submitted on forms supplied by the **CITY** and shall be subject to all requirements of the Contract Documents. All Bids must be regular in every respect and no interlineations, excisions or special conditions shall be made or included in the Bid Form by the Proposer.
- 10.4. The Proposer shall provide two (2) printed copies of the proposal as well as one copy of the proposal on a CD-ROM or a USB 2.0 Flash Drive in PDF format. The Proposer shall provide brochures, technical manuals, engineering bulletins and other information, which details, but is not limited to detailing, information for all *Equipment* and services proposed as applicable.
- 10.5. Bid documents including the Bid, the Non-Collusion, and Affidavit shall be enclosed in an appropriate tamper proof container (envelope, box, etc. sealed with security tape) which shall be clearly labeled with the words:

"This package contains a proposal for the **City of Warwick** Server Maintenance Services and *Equipment as Specified*".

SUBMITTED BY

(Name of Proposer)

(Address of Proposer)

- 10.6. If the Contract is awarded, the **CITY** will award it to the lowest qualified Proposer on the proposal that most efficiently meets the evaluation criteria of the **City of Warwick** as outlined in this RFP.
- 10.7. The Contract will require the completion of the work according to the Contract Documents.
- 10.8. Each Proposer shall include in his Bid the following information:
- Principals
 - Names
 - Home Addresses, including City, State and Zip Code
 - Firm
 - Name
 - Treasury Number
 - Address
 - City, State and Zip Code
 - Contact Phone Number

11. COST OF PROPOSALS:

- 11.1. Expenses incurred in the preparation of proposals in response to this RFP and follow-up presentation if required, are the sole responsibility of the Proposer.

12. CORRECTIONS

- 12.1. Erasures or other changes in the Bids must be explained or noted over the signature of the Proposer.

13. EXECUTION OF AGREEMENT

- 13.1. Subsequent to the award of the contract and within ten (10) days after the prescribed forms are presented for signature, the successful Proposer shall execute and deliver to the **CITY** an Agreement in the form included in the Contract Documents in such number of copies as the **CITY** may require.
- 13.2. The failure of the successful Proposer to execute such Agreement within ten business (10) days after the prescribed forms are presented for signature, or within such extended period as the **CITY** may grant, based upon reasons determined sufficient by the **CITY**, shall award the Contract to the next lowest responsible Proposer or re-advertise for Bids. If a more favorable Bid is received after re-advertising, the defaulting Proposer shall have no claim against the City.

14. RFP DOCUMENTS

- 14.1. All required information shall be furnished by the Proposer on forms / templates provided by the **City of Warwick** for that purpose.
- 14.1.1. A complete set of RFP and Contract Forms are included herein for the convenience of Proposers.

15. PROPOSERS TO INVESTIGATE

- 15.1. Proposers are required to submit their Bid upon the following express conditions which shall apply to be deemed a part of every Bid received, viz.:
- 15.1.1. Proposers must satisfy themselves by personal examination of the sites of the work and by such other means as they may wish, as to the actual conditions there existing and character and requirements of the Work, and the difficulties attendant upon its execution. By submitting a Proposal, Proposer certifies that he is fully aware of the conditions of service and purpose for which *Equipment* included in this RFP are to be serviced, and that his offering will meet these requirements of service and purpose to the satisfaction of the City of Warwick.

16. COMPLEMENTARY DOCUMENTS

- 16.1. The ADVERTISEMENT AND INVITATION FOR RFP Responses, included herewith, is complementary to this document and shall be carefully reviewed by Proposer for specific instructions, which are not repeated herein.

17. QUESTIONS REGARDING DOCUMENTS

- 17.1. Clarification and interpretations of this Invitation to provide an RFP Response may be requested in writing, preferably via email.
- 17.2. Direct all inquiries to:
- Mr. Raymond McKay
Network / Telecom Administrator
3275 Post Road
Warwick, Rhode Island 02886
(401) 738-2000 ext. 6323
Email: raymond.t.mckay@warwickri.com
- 17.3. In general, no answer will be given to prospective Proposers in reply to an oral question if the question involves an interpretation of the intent or meaning of the RFP or Contract Documents, or the equivalent or use of products or methods other than those designated or described in the specifications. Any information given to Proposer other than by means of the Contract Document, including Addenda, as described below, is given informally, for information and the convenience of the Proposer only and is not guaranteed. The Proposer agrees that such information shall not be used as the basis for the RFP nor shall the giving of any such information entitle the Proposer to assert any claim or demand against the **CITY** on account thereof.
- 17.4. To receive consideration, any questions shall be submitted in writing, via email, to the Purchasing Agent, purchasing@warwickri.com, at least five (5) calendar days before the established date for the Opening of the RFP. If the question involves the quality or use of products or methods, it must be accompanied by drawings, specifications or other data in sufficient detail to enable the Purchasing Agent to determine the equality or suitability of the product or method. In general, the Purchasing Agent will neither approve nor disapprove particular products prior to the opening of Bids; such products will be considered when offered by the Contractor for incorporation into the Work.
- 17.5. The Purchasing Agent will set forth as Addenda, which shall become a part of the Contract Documents, such questions received as stated above with clarifying responses, provided in his sole judgment, are appropriate or necessary. The Purchasing Agent will send a copy of these Addenda to those prospective Proposers known to have taken out sets of Contract Documents at least three (3) calendar days prior to the receipt of Bids.
- 17.6. The Proposer agrees to use the products and methods designated or described in the Specifications as amended by the Addenda.

18. USE OF SPECIFIC MANUFACTURER'S FUNCTIONAL EQUIPMENT

- 18.1. Use of specific names and numbers is not intended to restrict the proposing of any seller and/or manufacturer, but is solely for the purpose of indicating the type, size and quality of materials, products, service, or *Equipment* considered best adapted to the **CITY's** intended use.
- 18.2. The use of such product and information terminology does not preclude a Proposer from bringing forth a standards based proposal that will provide the same performance level or exceed such performance levels as are indicated.

19. HARDWARE, SOFTWARE, AND SERVICES COST:

- 19.1. Proposer shall, in the format prescribed by the RFP Documents, quote a firm price for Server Maintenance as described herein.

20. QUANTITIES

- 20.1. Quantities, items, amounts and the like are estimates, and are not a guarantee to buy in this amount. The **CITY** reserves the right to adjust the scope of any proposal based on the availability of funds, to accept any proposal, or part thereof, and to reject any or all proposals, should the City deem it to be in its best interest to do so.

21. PROPOSER CERTIFICATIONS

- 21.1. The Proposer shall submit the following certifications on the forms provided:
- 21.1.1. Tax Law Compliance Certification
 - 21.1.2. Non-Collusive Affidavit
 - 21.1.3. Certificate of Corporate Authority (if applicable)
 - 21.1.4. Proposer Qualifications Questionnaire
- 21.2. On the form provided Proposer shall verify compliance with the minimum requirements put forth in the section "Qualifications of Proposer". All questions shall be answered fully and in sufficient detail to demonstrate the Proposer's eligibility to be considered a responsible bidder in accordance with the requirements stated herein.

22. BINDING SIGNATURE

- 22.1. The RFP Documents will be signed by the person(s) legally authorized to bind the Proposer to the contract. In the case of a corporation the Proposer shall supply a Certification of Corporate Authority, in the form provided herein.

23. SUPPLEMENTAL PROPOSER SUBMITTAL

- 23.1. The **CITY** reserves the right to request clarification of submitted material or additional information as may be required for proper evaluation of the Bids.
- 23.2. Failure to submit all requested data might be grounds for a Proposal to be considered non-responsive.

24. STATEMENT OF PROPOSER'S QUALIFICATIONS

- 24.1. Each Proposer shall submit a statement of the Proposer's Qualifications, his experience record of servicing and installing the type of *Equipment* proposed in this RFP, *Equipment* availability for the work contemplated, his local organization (number of employees and titles); and, when specifically requested by the **CITY**, shall make available a detailed financial statement. The **CITY** shall have the right to take such steps as it deems necessary to determine the ability of the Proposer to perform his obligations under the Contract and the Proposer shall furnish the City all such information and data for this purpose as it may request. The right is reserved to reject any Bid where an investigation of the available evidence or information does not satisfy the **CITY** that the Proposer is qualified to carry out properly the terms of the Contract.
- 24.2. The RFP and the Proposer's response to the RFP and response to the Proposer's statement of the Proposer's qualifications shall become part of the final contract negotiated between the parties.

25. QUALIFICATIONS OF PROPOSER

- 25.1. The contract, if awarded will be awarded only to a responsible Proposer who is selected by the **CITY** to do the work specified herein.
- 25.2. Proposer must have staff with verifiable certifications to perform the required maintenance.
- 25.3. Prior to the final letter of award, the Company must ensure that the personnel that would be working on the City of Warwick assets and would have access to the City of Warwick's data center and data network, have had a formal background investigation performed by a Rhode Island City or State agency that is responsible for providing such background checks.

- 25.3.1. The background check results must not have any issues that would be deemed as a risk to accessing City data assets and data resources.
- 25.4. Proposer must be providing like server maintenance to other customers in the State of Rhode Island for a minimum of a three year period prior to awarding of bid.
- 25.5. Proposer must provide a line to access live help / customer service support personnel 24 hours a day, seven days a week, 365 days a year.
- 25.6. Proposer must supply an escalation list in the event of network outage or customer service issue. The escalation list must include office number and wireless phone number.
- 25.7. Proposer must have a ticket tracking system that the City can reference calls it has made.
- 25.8. Proposer should provide a management, maintenance, and billing web site for the City to manage its account and review its billing. If such information is not available, then monthly work reports must be provided to the City of Warwick.
- 25.9. The Proposer shall warranty all work performed.
- 25.10. The Proposer shall have supplied the proposed service to at least five (5) clients in the local area, at least two (2) of which shall be governmental agencies, municipalities and/or authorities in a manner deemed satisfactory by said governmental clients and/or authorities.
- 25.11. Proposer shall indemnify and hold the **CITY** harmless for injury to persons, death, damage to property (including the interruption of service), or damage to *Equipment*, where such loss, claim or damage was caused by the fault or negligence of Proposer or the fault or negligence of any of its employees, representatives, subcontractors, and employees of subcontractors or agents while on the Premises.
- 25.12. Proposer shall obtain and maintain throughout the term of this RFP, at its sole expense, comprehensive general liability and property damage insurance, including contractual liability, completed operations and product liability insurance with an insurance company of recognized, sound standing and with a Best's Insurance rating of A or better in an amount of not less than \$1,000,000 for any one occurrence and in the aggregate. Such policy shall name **CITY** as an insured and shall contain severability of interest and cross liability endorsements.
- 25.12.1. On award of the RFP and thereafter on request by **CITY**, Proposer shall furnish **CITY** a certificate of insurance evidencing coverage and naming the **City of Warwick** as the additional insured. Proposer shall, as necessary during the term of this agreement, increase coverage to reflect increases in the Consumer Price Index (All Items).

25.13. Proposer and the **CITY** each represent that they have the power and authority to enter into this agreement and that this agreement constitutes a valid and binding obligation of each party.

25.14. The **CITY** shall permit Proposer full access to the Premises as required for performance of the obligations of Proposer contained herein.

26. DELIVERY

26.1. Delivery of any related parts / supplies will be Free On Board (FOB), inside, via truck to the various locations as necessary.

27. ADDITIONAL COSTS

27.1. Proposers will advise the **CITY** of any costs the **CITY** may be required to assume that are not contained in the RFP proposal. Costs not so identified will be borne by the Proposer.

28. NO ADDITIONAL COSTS

28.1. Any charges not specified in the RFP response will not be paid by the City unless there has been a change of service that the City has agreed to.

29. WARRANTIES

29.1. The Proposer must warrant at a minimum that all replacement *Equipment* shall be in good working order and installed in a workmanlike manner, shall be free of defects, shall be installed and conform to published specifications, shall be fit to serve and perform any functions that may be described in published specifications applicable to such replacement *Equipment*.

29.2. The Proposer agrees to repair, adjust and/or replace (whichever will be in the **CITY's** best interest) any defective *Equipment*, materials, or other parts of the *Equipment* (as well as all parts of the System damaged or destroyed as a result of such defect) during such period at the Proposer's sole cost and expense.

29.3. Upon or before successful acceptance testing, all warranties from third party suppliers should be passed to the **CITY**.

30. SITE CLEAN UP

30.1. Proposer shall keep the Premises free of waste material and rubbish caused by the work and shall remove all waste material and rubbish on completion or termination of its work hereunder, together with all tools, *Equipment*, machinery, and surplus materials,

and shall conduct a general clean up of these areas of the Premises affected by Proposer's work.

31. STATUTES REGARDING COMPETITIVE BIDDING

- 31.1. Bidding procedure and award of contract shall be in accordance with the provision of the General Laws (Ter. Ed.) of the State of Rhode Island, including all current amendments, and the Charter of the **City of Warwick** and the Warwick Code of Ordinances.
- 31.2. In the event of any discrepancy or inconsistency between the provisions of these RFP and Contract Documents and the above-mentioned statutes, notwithstanding anything in these documents to the contrary, the provisions of the above mentioned statutes shall govern. In such event, the application of all remaining provisions to the RFP and Contract documents, and the application of any provision in conflict, to any person or circumstance other than that in which the conflict occurs, shall not be affected thereby.

32. COMPLIANCE WITH FEDERAL AND STATE LAW

- 32.1. All work, materials, and workers' pay will comply with all state and federal laws, municipal ordinances, regulations, and direction of inspectors appointed by proper authorities having jurisdiction.
- 32.2. Successful Proposer will obtain and pay for all permits / licenses necessary, notify proper authorities for inspections and furnish any certificates required for the work. If there are violations of codes, the Proposer will correct the situation at no cost to the **City of Warwick**.

33. COLLUSIVE AGREEMENTS

- 33.1. Each Proposer submitting a Bid to the **CITY** for any portion of the work contemplated by the documents on which Proposal is based shall execute, and attach thereto, an affidavit substantially in the form herein provided, to the effect that he has not entered into a collusive agreement with any person, firms, or corporation in regard to any Bid submitted.
- 33.2. Before executing any subcontract, the successful Proposer shall have submitted the name of any proposed subcontractor at the time of the Opening of Proposals, for prior approval.

34. STATEMENT OF UNDERSTANDING

- 34.1. This agreement shall be governed by, subject to, and interpreted in accordance with the laws of the State of Rhode Island and the Charter and Ordinances of the **City of Warwick**.

34.2. In the event of any conflict or inconsistency between the provisions of this RFP and the provisions of any schedule annexed hereto or any document referred to in any schedule, the provisions of this RFP shall prevail and govern the interpretation thereof.

34.3. All responses are to include a statement that the *Equipment* and services proposed are in accordance with this Invitation for RFP and the Proposer has read and understands all sections and provisions herein. Exceptions, if any, are to be clearly stated.

35. DISCREPANCIES, ERRORS AND OMISSIONS

35.1. Any discrepancies, errors, omissions or ambiguities in the specifications or addenda (if any) should be reported to the **CITY**. Should it be found necessary, a written addendum will be issued to Proposers on record for the part of the contract documents in question.

35.2. The **CITY** will NOT be responsible for any oral instructions, clarifications or other verbal communications during the bid process.

36. INSURANCE CERTIFICATES

36.1. The Contractor will not be permitted to start any work until he has submitted certificates covering all insurance requirements called for in this RFP.

37. SALES TAX

37.1. *Equipment and services* purchased will be exempt from the Rhode Island Sales and Use Tax. The exemption certificate number will be furnished to the Contractor. Each Proposer shall take this exemption into account in calculating his Bid for the work.

38. AWARD OF CONTRACT: REJECTION OF PROPOSALS

38.1. The Contract will be awarded to the responsible Proposer submitting the most qualified Bid and complying with the conditions of the Bid EVALUATION. The Proposer to whom the award is made will be notified at the earliest possible date. The **CITY**, however, reserves the right to reject any and all PROPOSALS and to waive any informality in PROPOSALS received whenever such rejection or waivers is in its interest.

38.2. Reliability is an essential component in consideration of award of this RFP. The successful Proposer shall prove reliability of continuing performance by clearly stating areas of redundancy, maintenance, maintenance procedures, system and component support, etc. The successful Proposer shall state its experience and capabilities in delivery, installation, and maintenance.

39. WITHDRAWAL OF RFP's

- 39.1. Except as hereinafter in this subsection or otherwise expressly provided, once his RFP is submitted and received by the **CITY** for consideration and comparison with other RFP's similarly submitted, the Proposer agrees that he may not and will not withdraw it within 120 consecutive days after the actual date of the opening of the RFP's.
- 39.2. Upon proper written request and identification, Bids may be withdrawn only as follows:
- 39.2.1. At any time prior to the designated time for the opening of Bids
- 39.2.2. Provided the Bid has not therefore been accepted by the **CITY**, at any time subsequent to the expiration of the period during which the Proposer has agreed not to withdraw his Bid
- 39.3. Unless a Bid is withdrawn as provided above, the Proposer agrees that it shall, for *Equipment* and/or services Proposed, be deemed open for acceptance for 120 days or until the Contract has been executed by both parties thereto or until the **CITY** notified a Proposer in writing that the Bid is rejected or that the **CITY** does not intend to accept it, or returns the Proposer's Bid deposit.
- 39.3.1. Notice of acceptance of a Bid shall not constitute rejection of any other Bid.

40. CANCELLATION

- 40.1. In the event the **CITY** exercises its option not to enter into a contract with any Proposer whether before or after award, the **CITY** will not be liable for any payments, penalty fees, expenses, interest, court costs, legal fees or liquidated damages incurred by the Proposer beyond the termination date.
- 40.2. Failure of the Proposer to execute a contract conforming to specifications and in accordance with the RFP, including commitment to promised delivery dates, will constitute sufficient grounds, at the option of the **CITY**, for not entering into a contract.

41. CONTRACT DURATION

- 41.1. The winning Proposer shall guarantee that they shall fulfill the RFP and terms of the RFP for the duration of the Contract.
- 41.2. Contract period is one year from the effective date of award.

42. PROPOSAL RESPONSE FORMAT

42.1. In addition to filling out and completing all RFP Forms provided, Proposer shall respond to Table 1-2 as prescribed and shall respond to each section of the RFP listed. Any affirmative response, such as "Agreed", "Acknowledged", "noted", or "understood" shall be construed as full compliance. Any exceptions shall be noted as a "Variance" or "Exception" and explained in full. If Proposer states no exception or a section is not responded to, then section shall be deemed to be acceptable to Proposer.

42.2. The **CITY** shall not accept PROPOSALS not following the proscribed format.

43. INSTRUCTIONS FOR PRICING INFORMATION

43.1. Proposer shall state all prices in the format dictated on the Pricing Page of the RFP Forms. All blanks in the RFP Forms where pricing is to be indicated shall be filled in. Incomplete RFP's may be rejected. In case of conflict, unit prices shall prevail. Erasures or other changes in the Bid shall bear the signature or initials of the Proposer.

43.2. The RFP response shall include all labor, travel, and materials required to service the items in accordance with the specifications as approved by the **City of Warwick**.

43.3. All *Equipment*, accessories, database information, training, software, device drivers, firmware, hardware, labor, required materials, and shipping shall be furnished for the services specified. Any additional material or *Equipment* necessary for operations and working with the system not specified or described herein shall be deemed to be part of these specifications.

44. SPECIFICATIONS FOR BILLING THE CITY OF WARWICK

44.1. No one shall be allowed to add, change, or remove services, or thereby obligate the City to charges unless their name with appropriate action authority has been provided to the Proposer by the Acting MIS Director.

45. SPECIFICATIONS FOR SERVER MAINTENANCE

45.1. Server Maintenance is defined as troubleshooting server hardware issues, inclusive of RAID configurations due to hardware failure, which may include replacing of hardware with equal to or greater hardware parts and providing appropriate software / device drivers that have been certified for the OS on the server.

45.2. Normal Hours of City Operations:

45.2.1. Monday through Friday 8:30 a.m. through 4:30 p.m. (excluding National Holidays)

45.3. Call Window # 1

45.3.1. Twenty-four (24) hours

45.3.2. Seven Days a week

45.3.3. 4-hour equipment and technician response after City initiated call-in troubleshooting has started and trouble ticket assigned

45.3.4. Servers included under this call window

45.3.4.1. There are thirteen servers being considered for this maintenance

45.3.4.2. Server configurations are available upon formal request through the Purchasing Division

45.4. Call Window # 2

45.4.1. Eight (8) hours

45.4.2. Five Days a week

45.4.3. 4-hour equipment and technician response during the assigned business hours after City initiated call-in troubleshooting has started and trouble ticket assigned

45.4.4. Servers included under this call window

45.4.4.1. There are five servers being considered for this maintenance at this time though three servers from Call Window 1 may move to this maintenance level

45.4.4.2. Server configurations are available upon formal request through the Purchasing Division

45.4.5. Should the four hour response time be outside of normal business hours, parts and technician are required at the opening of business on the next City recognized Business Day

46. PROPOSER QUALIFICATION QUESTIONNAIRE

46.1. Please see Table 1-1 and fill out completely.

47. REFERENCES

47.1. Please see Table 1-1 and fill out completely.

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SUPPLIER INFORMATION

47.2. The Proposer shall provide the following information with the RFP proposal:

- 47.2.1. Company history and status (corporation, partnership, etc.)
- 47.2.2. Identity of owners
- 47.2.3. Financial Data, including current financial statement
- 47.2.4. Copies of standard sales and lease agreements
- 47.2.5. Make up of training staff
- 47.2.6. Make up of technical staff available to assist in design and installation, including implementation and follow-up servicing

48. RFP RESPONSE CHECK-OFF LIST AND PRICING SHEET

- 48.1. The Proposer Qualifications & References is provided as Table 1-1.
- 48.2. The Response Sheet is provided as Table 1-2.
- 48.3. The Pricing Sheet is provided as Table 1-3.

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COVER SHEET/SIGNATURE PAGE

To the **City of Warwick**

The undersigned offers and agrees if this RFP is accepted within the time specified for acceptance, to provide all of the materials and services upon which prices are herein quoted in accordance with the terms and conditions set forth in this RFP Document. The undersigned further certifies:

He/she has fully familiarized him/herself with all specifications, requirements, terms and conditions of this RFP, and agrees to meet all requirements as stated. Any inability to meet any item will be completely documented on company letterhead stating the item number and how the company does not comply.

He/she has fully familiarized him/herself with all local conditions affecting the cost of the materials and services quoted herein.

He/she is dully authorized to bind the Proposer to this RFP and ensuing contract.

This RFP includes all forms, attachments, bonds and submittal required by the specifications.

Respectfully submitted:

Proposer

Authorized Signature

Address

Printed Name/Title

City, State, Zip

Date

Phone Number

**LETTER OF TRANSMITTAL
SUPPLEMENTAL PROPOSER SUBMITTALS**

City of Warwick
Purchasing Agent
3275 Post Road
Warwick, Rhode Island 02886

RE: RFP for Server Maintenance Services

Dear Sir/Madam,

Transmitted herewith are the Supplemental Proposer Materials as required in Section 10.4 of the above reference RFP. Included are all brochures, literature, specifications, statements, schedules, information and clarifications required by the RFP Specifications.

Submitted By:

Company

Signature

Date

Printed Signature

Title

CERTIFICATION OF CORPORATE AUTHORITY

I, _____ Certify that I am secretary of the corporation named in the attached proposal: that _____ who signed said proposal on behalf of the Contractor/Proposer was then _____ Of said corporation; that I know his/her signature; that his/her signature thereto is genuine and that said proposal was duly signed, sealed and executed for and on behalf of said corporation by authority of its governing body.

Signed under the pains and penalties of perjury

(CORPORATE SEAL)

(Secretary)

(Date)

NON-COLLUSIVE AFFIDAVIT

State of _____)

ss.

County of _____)

being first sworn, deposes and says:

That he is _____

(an employee, partner or officer of the firm of, etc.)

The party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said Proposer or bidder has not colluded, conspired, connived or agreed directly or indirectly, with any bidder or person, to put in a sham bid or proposal or to refrain from bidding or proposing, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid / proposed price or affiant or of any bidder or Proposer, to or fix any overhead, profit or cost element of said bid price, or of that of any other bidder or Proposer, or to secure any advantage against the City of Warwick, Rhode Island, or any person interested in the proposed contract, and that all statements in said proposal or bid are true.

Signed under the pains and penalties of perjury.

Signature of:

Bidder / Proposer

Title

Subscribed and sworn to before

me this _____ day of _____, 19_____.

Notary Public

My commission expires: _____